

Françoise Simon

List of Publications by Year in descending order

Source: <https://exaly.com/author-pdf/4530428/publications.pdf>

Version: 2024-02-01

12
papers

473
citations

1163117

8
h-index

1372567

10
g-index

14
all docs

14
docs citations

14
times ranked

440
citing authors

#	ARTICLE	IF	CITATIONS
1	Self-construals as the locus of paradoxical consumer empowerment in self-service retail technology environments. <i>Journal of Business Research</i> , 2021, 126, 291-306.	10.2	16
2	When social intrusiveness depletes customer value: A balanced perspective on the agency of simultaneous sharers in a commercial sharing experience. <i>Psychology and Marketing</i> , 2019, 36, 1082-1097.	8.2	8
3	Does brand-consumer social sharing matter? A relational framework of customer engagement to brand-hosted social media. <i>Journal of Business Research</i> , 2018, 85, 175-184.	10.2	175
4	Relationship norms and media gratification in relational brand communication. <i>Journal of Business Research</i> , 2017, 79, 12-22.	10.2	22
5	Consumer adoption of No Junk Mail stickers: An extended planned behavior model assessing the respective role of store flyer attachment and perceived intrusiveness. <i>Journal of Retailing and Consumer Services</i> , 2016, 29, 12-21.	9.4	18
6	The relative impact of gratitude and transactional satisfaction on post-complaint consumer response. <i>Marketing Letters</i> , 2015, 26, 153-164.	2.9	16
7	The influence of empathy in complaint handling: Evidence of grateful and transactional routes to loyalty. <i>Journal of Retailing and Consumer Services</i> , 2013, 20, 599-608.	9.4	53
8	Managing Interactional Performance in E-Government. , 2012, , 167-186.		1
9	Managing Interactional Performance in E-Government. , 2012, , 1347-1366.		0
10	The experiential aspects of online search information for new customers to a website. <i>Canadian Journal of Administrative Sciences</i> , 2010, 27, 292-305.	1.5	4
11	La préférence individuelle pour un format communicationnel: entre fragmentation identitaire et construction de la continuité. <i>Communiquer</i> , 2010, , 19-34.	0.2	0
12	Cognitive, demographic, and situational determinants of service customer preference for personnel-in-contact over self-service technology. <i>International Journal of Research in Marketing</i> , 2007, 24, 163-173.	4.2	158